



Resolution No. R2021-15

Passenger Restroom Policy Update

Meeting:	Date:	Type of action:	Staff contact:
Executive Committee	10/07/2021	Recommend to Board	Russ Arnold, Chief Passenger Experience Officer
Board	10/28/2021	Final action	Branden Porter, Director of Transportation Safety and Security

Proposed action

Adopting a Passenger Restroom Policy and superseding Motion No. M98-67.

Key features summary

- Supersedes Motion No. M98-67 Station/Facility Design Issues in Common for Commuter Rail, Link light rail, and Regional Express due to system expansion impacts on accessibility to restrooms for our passengers.
- Sound Transit has developed a Passenger Restroom Policy that emphasizes the commitment to:
 - Provide passenger-only restrooms strategically throughout the system,
 - Implement standard restroom design and operational considerations to enhance safety, maintainability, and passenger access, and
 - Use a mix of security and customer service presence to control access to restrooms.
- Sound Transit has created thresholds for station design that indicate when passenger restrooms should be included. The threshold identifies the following three items are required in order for a station to have a passenger restroom:
 - Minimum 10,000 boarding's per day
 - Multi-modal locations with five routes or more
 - Approximately a 20-minute ride to the next passenger restroom
- Sound Transit is committed to the safety and needs of its passengers, particularly seniors, parents with young children, and those with disabilities, and recognizes that providing restrooms at stations is a critical service.

Background

Sound Transit adopted Motion No. M98-67 to establish policy for station design issues with respect to public restrooms and that policy has not been reviewed or updated by the Board since adoption. Sound Transit light rail stations are not always built in locations with services or restrooms within reasonable distance to the station.

On April 25, 2019, the Board passed Motion No. M2019-31 which directed Sound Transit to look for opportunities to increase access to public restrooms at future light rail stations or updates to Motion No. M98-67 by October 1, 2019.

The Board is specifically interested in understanding low and no-cost opportunities to ensure access to public restrooms at future light rail stations, including increasing wayfinding to nearby restrooms, requiring leased retail facilities to provide access, and providing on-site restrooms.

The Board asked that the report should include the following:

1. Evaluation of criteria established by Motion No. M98-67 including suggestions for actions to expand access to public restrooms at future light rail stations. Expanded access to evaluate includes:
 - a. Prominent wayfinding to note location(s) of restrooms, either inside paid station area or outside of paid station area; and
 - b. Allowing re-entry without additional payment if riders must leave paid area to access restrooms
2. Budget and proposed implementation plan for staff recommended changes.

On February 4, 2021, Safety and the Passenger Experience Departments presented to the Rider Experience and Operations Committee on the following topics:

- Summary of Motion No. M2019-31 and M98-67
- Passenger restrooms planned by 2024
- What other Transit Agencies are doing regarding restrooms
- Introduced the new threshold for when and where passenger restrooms will be located
- Total costs for having passenger restrooms
- Where passenger restrooms will be located when the system is built out

Fiscal information

The updated policy has no direct budget impact. Any outcomes from the updated policy would be incorporated into the cost estimates of future projects.

Small business participation and apprenticeship utilization

Not applicable to this action.

Public involvement

The Passenger Restroom Presentation was given to the Citizens Accessibility Advisory Committee on August 10, 2021.

Time constraints

A one-month delay would not create a significant impact.

Prior Board/Committee actions

Motion No. M2019-31: A motion of the Board of the Central Puget Sound Regional Transit Authority directing staff to review and propose updates to Motion No. M98-67 by October 1, 2019.

Motion No. M98-67: A motion of the Board of the Central Puget Sound Regional Transit Authority to establish policy for station/facility design issues common to all three Lines of Business with respect to Public Restrooms and Drinking Fountains.

Environmental review – KH 9/22/21

Legal review – AJP 10/1/21



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Policy Crosswalk: Proposed Revisions to Motion M98-67

Existing Policy (Motion No. M98-67)	Proposed Policy (Resolution No. R2021-15)	Justification
Not in M98-67	1.1 This policy addresses constructing and maintaining passenger restrooms at Sound Transit-owned facilities. 1.2 This policy applies to passenger restrooms designed and constructed after adoption of this policy.	Scope section was added to be consistent with the new template for Board resolutions.
Not in M98-67	2.1 Sound Transit constructs and maintains restrooms at stations throughout its system for passenger use consistent with this policy.	General policy statement added to be consistent with the new template for Board resolutions.
Not in M98-67	2.2 Sound Transit: 2.2.1 Provides passenger-only restrooms strategically throughout the system. 2.2.2 Implements standard restroom design and operational considerations to enhance safety, maintainability and passenger access. 2.2.3 Uses a mix of security and customer service presence to control access to restrooms.	Design and security standards added and restrooms defined as facilities for passengers.
With respect to public restrooms, Sound Transit shall: A. Provide public restrooms where all or most of the following criteria are met: 1. Where they have the greatest security, staffing is present, effective maintenance can be	2.3 Sound Transit provides passenger restrooms when all of the following criteria are met: 2.3.1 A station averages 10,000 or more boardings per day, 2.3.2 A station where the nearest passenger restroom is farther than a 20-minute ride and	Criteria used to determine restroom locations updated with an emphasis on operational costs and rider experience.

<p>provided, and costs are shared with all agencies using that facility.</p> <ol style="list-style-type: none"> 2. Where staffing is already provided for activities such as concessions, customer service, service supervision, or security. 3. Where concessions are in place and concession revenue covers the ongoing operating and maintenance expense for public restrooms. 4. Where capital costs are not excessive and prohibitive to construct these facilities. 	<p>2.3.3 Five or more routes converge at a location.</p>	
<p>B. Provide public restrooms, initially, with the following major investments, and work with partnering agencies to determine the need and ability to design, construct and maintain public restrooms in additional high-use stations or multi-modal facilities:</p> <ol style="list-style-type: none"> 1. Northgate Light Rail Station 2. Bellevue Transit Center 3. King Street Station in downtown Seattle 4. Everett Multi-Modal Station 5. Tacoma Dome Transit Center 6. On board the Sounder Commuter Rail trains 	<p>Not in Resolution No. R2021-15</p>	<p>List of specific stations removed, the policy instead relies on the new criteria in Section 2.3. This allows the criteria to apply to any future or current location.</p>
<p>C. In addition, Sound Transit shall:</p> <ol style="list-style-type: none"> 1. Evaluate Light Rail, Multi-modal Stations and Transit Centers to determine appropriate areas to make provisions of space for self-contained or permanent future restrooms. 	<p>Not in Resolution No. R2021-15</p>	<p>Section 2.3 of the proposed policy includes new criteria to evaluate locations for restroom facilities. Project budgets include funding for future passenger restrooms at facilities that meet the policy criteria.</p>

<ol style="list-style-type: none"> 2. Implement restroom facilities when funding, staffing, and maintenance arrangements can be made that do not affect Sound Transit's goal to meet budgets and schedules outlined in <i>Sound Move</i>. These arrangements may include partnerships with other agencies, funding by advertising, or other revenue sources. 3. Consider self-contained restrooms in conjunction with other agencies, including providing space at Sound Transit facilities for these units. 		
<ol style="list-style-type: none"> 4. Predicate joint use development agreements on the need for public restrooms to be built and maintained by the developer. 	Not in Resolution No. R2021-15	Restroom locations determined by the criteria in Section 2.3 of the proposed policy.
<ol style="list-style-type: none"> 5. Strongly encourage any transit-oriented development to also provide public restrooms. 	Not in Resolution No. R2021-15	Restroom locations determined by the criteria in Section 2.3 of the proposed policy.
<p>D. All Sound Transit Public Restrooms shall:</p> <ol style="list-style-type: none"> 1. Be located in a safe and secure area of the facility. 2. Provide CCTV security in entry areas. 3. Be constructed with durable, easily cleanable, and vandal-resistant materials, including lighting. 4. Not conflict with the facility operations or general flow of traffic. 	<p>2.4 All Sound Transit passenger restrooms must be:</p> <ol style="list-style-type: none"> 2.4.1 Located in a fare paid zone that is open to transit passengers. 2.4.2 Located in an area that is simple, intuitive and safe for passengers to access. 2.4.3 Located in an area that optimizes ease of operability for the facility and general flow of traffic. 	Existing design requirements for passenger restrooms are updated and expanded.

	<p>2.4.4 Constructed with durable, easily cleanable and vandal-resistant materials.</p> <p>2.4.5 Unisex/designated for use by all genders.</p> <p>2.4.6 Easily used by passengers with disabilities.</p> <p>2.4.7 Identified in station wayfinding and signage.</p> <p>2.4.8 Clean and open for use during revenue hours. Restrooms may be temporarily closed for necessary cleaning and maintenance during revenue hours.</p>	
<p>Drinking Fountains: With respect to drinking fountains, Sound Transit shall:</p> <p>Provide drinking fountains at facilities where water and sewer utilities will be provided for other uses, such as restrooms or concessions, and continual on-going maintenance will be possible.</p>	<p>Not in Resolution No. R2021-15</p>	<p>Policy language on drinking fountains removed since the proposed policy specifically focuses on passenger restrooms.</p>



Resolution No. R2021-15

Passenger Restroom Policy

A RESOLUTION of the Board of the Central Puget Sound Regional Transit Authority adopting a Passenger Restroom Policy and superseding Motion No. M98-67.

WHEREAS, the Central Puget Sound Regional Transit Authority, commonly known as Sound Transit, was formed under chapters 81.104 and 81.112 of the Revised Code of Washington (RCW) for the Pierce, King, and Snohomish Counties region by action of their respective county councils pursuant to RCW 81.112.030; and

WHEREAS, Sound Transit is authorized to plan, construct and permanently operate a high-capacity system of transportation infrastructure and services to meet regional public transportation needs in the Central Puget Sound region; and

WHEREAS, in general elections held within the Sound Transit district on November 5, 1996, November 4, 2008 and November 8, 2016, voters approved local funding to implement a regional high-capacity transportation system for the Central Puget Sound region; and

WHEREAS, the Sound Transit Board adopted Motion No. M98-67 adopting a policy for station/facility design issues with respect to public restrooms and drinking fountains to assist in the development and maintenance of an integrated regional transit system; and

WHEREAS, the Board's intent was to set common design elements for all facilities and encourage uniformity where most advantageous while also allowing individuality; and

WHEREAS, the Board directed staff in Motion No. M2019-21 to review and propose updates to Motion No. M98-67 to increase access to public restrooms at future stations; and

WHEREAS, Sound Transit is committed to the safety and needs of its passengers, particularly seniors, parents with young children and those with disabilities, and recognizes that providing restrooms at stations is a critical service.

NOW, THEREFORE, BE IT RESOLVED by the Board of the Central Puget Sound Regional Transit Authority that Motion No. M98-67 is hereby superseded with a Passenger Restroom Policy, which is hereby adopted as follows:

1.0 Scope

- 1.1 This policy addresses constructing and maintaining passenger restrooms at Sound Transit-owned facilities.
- 1.2 This policy applies to passenger restrooms designed and constructed after adoption of this policy.

2.0 Policy

- 2.1 Sound Transit constructs and maintains restrooms at stations throughout its system for passenger use consistent with this policy.
- 2.2 Sound Transit:
 - 2.2.1 Provides passenger-only restrooms strategically throughout the system.
 - 2.2.2 Implements standard restroom design and operational considerations to enhance safety, maintainability and passenger access.

2.2.3 Uses a mix of security and customer service presence to control access to restrooms.

2.3 Sound Transit provides passenger restrooms when all of the following criteria are met:

2.3.1 A station averages 10,000 or more boardings per day,

2.3.2 A station where the nearest passenger restroom is farther than a 20-minute ride and

2.3.3 Five or more routes converge at a location.

2.4 All Sound Transit passenger restrooms must be:

2.4.1 Located in a fare paid zone that is open to transit passengers.

2.4.2 Located in an area that is simple, intuitive and safe for passengers to access.

2.4.3 Located in an area that optimizes ease of operability for the facility and general flow of traffic.

2.4.4 Constructed with durable, easily cleanable and vandal-resistant materials.

2.4.5 Unisex/designated for use by all genders.

2.4.6 Easily used by passengers with disabilities.

2.4.7 Identified in station wayfinding and signage.

2.4.8 Clean and open for use during revenue hours. Restrooms may be temporarily closed for necessary cleaning and maintenance during revenue hours.

3.0 References

3.1 Resolution No. R2013-03 Parking and System Access Policy

3.2 Resolution No. R2017-13 Safety Policy

ADOPTED by the Board of the Central Puget Sound Regional Transit Authority at a regular meeting thereof held on _____.

Kent Keel
Board Chair

Attest:

Kathryn Flores
Board Administrator